



Workers Compensation **independent** review office



PERIODIC PERFORMANCE REVIEW 1 JULY 2018 TO 30 JUNE 2019

KA Garling

WORKERS COMPENSATION INDEPENDENT REVIEW OFFICER

Complaints and Enquiries: Matters Received

2018							2019						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Complaint	282	332	304	312	313	248	480	429	459	452	589	521	4721
Enquiry	267	332	286	352	307	218	696	793	1030	862	1123	840	7106
Grand Total	549	664	590	664	620	466	1176	1222	1489	1314	1712	1361	11827

Complaints and Enquiries: Referral Source

Referral Source	2018						2019						Grand Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Advertisement											2		2
Advertising					1		2		2		2		7
Doctor	6	7	7	12	16	10	19	26	28	23	27	26	207
Employer		1			3	1	2	1	6	6	7	2	29
Government Department	4	8	6	10	4	3	10	11	72	82	115	92	417
Insurer	21	10	17	23	11	7	19	18	19	34	52	43	274
Lawyer	406	495	435	485	457	335	638	668	833	682	921	673	7028
Other source	7	6	12	1	7	10	17	27	54	38	42	25	246
Rehabilitation Provider	5	7	3	6	9	4	16	4	10	10	8	13	95
Union	20	23	18	10	26	17	18	21	29	22	29	23	256
Web search	43	48	34	63	49	42	136	144	200	169	221	208	1357
WIRO Campaign	1	6	2	4			3	2		1	2	2	23
Word of Mouth	25	39	44	32	25	29	63	76	79	93	118	106	729
WorkCover	5	8	8	12	11	7	227	221	152	151	166	141	1109
Workers Compensation Commission	3	5	1	5	1	1	5	2	3	2		5	33
Other Sources	3	1	3	1			1	1	2	1		2	15
Grand Total	549	664	590	664	620	466	1176	1222	1489	1314	1712	1361	11827

Please Note: The Referral Source refers to the injured worker's first contact with WIRO. For all injured workers who have an ILARS grant, the referral source is 'Lawyer' even if they have been referred to the Solutions Group by an insurer, union or by the ILARS team.

Complaints: How long do they take to close?

2018				2019										Grand Total
Duration	July	August	September	October	November	December	July	January	February	March	April	May	June	
Complaint	227	331	302	299	311	285	94	385	452	460	461	578	534	4719
A - Same day	13	16	19	13	18	12		39	33	25	29	32	36	285
B - Next day	28	23	32	19	23	10		26	38	45	37	44	38	363
C - 2 to 7 days	153	188	166	172	170	175	41	201	241	274	260	334	333	2708
D - 8 to 15 days	30	78	61	76	71	63	31	95	96	91	93	127	91	1003
E - 16 to 30 days	2	22	19	17	27	24	17	22	43	24	33	32	34	316
F - more than 30 days		3	4	1	2		5	1	1	1	9	8	2	37
Grand Total	227	331	302	299	311	285	94	385	452	460	461	578	534	4719

Note: The time to close a complaint is measured in calendar and not business days.

Complaints and Enquiries: Issues by Insurer

Insurers	Rehabilitation	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	S126	PIAWE	S39	Hearing Loss WPI	Further Inquiry - Secondary Issue	Grand Total
Nominal Insurer	541	1549	598	866	403	152	1507	409	235	128	268	324	135	4	54	7173
Allianz Australia Workers Compensation	55	122	63	64	34	32	119	35	23	12	26	24	24	1	4	638
CGU Workers Compensation (NSW) Ltd		1		1	1	1	2		1							7
Employers Mutual NSW Limited	268	903	271	526	151	30	903	266	96	34	120	190	20	3	29	3810
GIO General Limited	215	518	260	262	216	86	475	107	109	82	122	106	91		21	2670
Icare-Workers Care	3				1	2	3		2			1				12
Insurance and Care NSW (Icare)		4	4	10			4	1	4			3				30
QBE Workers Compensation		1		3		1	1									6
Self-insured	76	186	128	111	116	23	281	68	43	13	53	24	9		14	1145
3M Australia Pty Ltd				1			1				1					3
ANZ Banking Group Limited	1		3		3	2				1						10
Ausgrid Management Pty Ltd	3	5	2	1	3	3	2	2	1		1	1			1	25
Blacktown City Council		2					1	2			1					6
Bluescope Steel Ltd	2			2		1	10		1		1					17
BOC Limited				1						1						2
Boral Limited	1	1	3	1			5									11
Brambles Industries Limited		1					1									2
Brickworks Ltd			2		1	1										4
Broadspectrum (Australia) Pty Ltd	2	5	4	3	7	1	9	4		1	2	1			1	40
Campbelltown City Council	5	2	1	3				2				1				14
Canterbury Bankstown Council	1	2		1			1									5
Central Coast Council	1		1	1	1		4	1					1			10
City of Sydney Council				1			2									3

Insurers	Rehabilitation	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	\$126	PIAWE	S39	Hearing Loss WPI	Further Inquiry - Secondary Issue	Grand Total
Coles Group Ltd	11	28	21	24	13	1	45	10	6		10	3	1			173
Colin Joss & Co Pty Limited			1													1
CSR Limited			1	1			1				2					5
Endeavour Energy		2	2	2	6	1	2									15
Fairfield City Council			1													1
Healius Limited	1	3	1	2	1		5	5	1		1					20
Holcim (Aust) Holdings Pty Limited	1	4	1		6	1	2		1	2						18
Inghams Enterprises Pty Ltd				1	1		5	1			1				1	10
ISS Facility Services	1		1		1	1	2	1								7
ISS Property Services Pty Ltd	1	2	5		1		3					1				13
JELD-WEN Australia Pty Ltd	1		4				1									6
Lake Macquarie City Council		1	1	2			1									5
Liverpool City Council	2						1	2								5
MARS Australia Pty Ltd		1	1		2											4
McDonald's Australia Holdings Limited		2		1		1	4				1				3	12
Myer Holdings Ltd		1	2				1					1				5
Newcastle City Council	1	1														2
Northern Beaches Council		1	1				1									3
Northern Co-Operative Meat Company	4	4	3	2	10		14	2		1			2		1	43
NSW Trains		2	1	1	4			2							1	11
OneSteel Trading Pty Ltd (Moly-Cop)			1		1		4				2					8
Pacific National (NSW) Pty Ltd	1		1	2							1		1			6
Persol Australia Pty Ltd	2	13	4	2		1	8	1		2		1			1	35
Qantas Airways Limited		7	5	5	6		11	2	1		2	3				42
Rail Corporation NSW			1	1			2						1			5
Shoalhaven City Council	1			2			2									5
Southern Meats Pty Ltd.				1												1

Insurers	Rehabilitation	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	S126	PIAWE	S39	Hearing Loss WPI	Further Inquiry - Secondary Issue	Grand Total
Sutherland Shire Council							1									1
Sydney Trains	2	4	2	1	2	1	5				1	2				20
The Star Entertainment Group Ltd	1	2		1	1		3									8
Toll Holdings Ltd	4	18	6	10	28	2	22	6	7	5	6	3	1		1	119
Transport for NSW Workers Compensation Services	3	8	5	5	5	2	12	7	3		2	1				53
Transport Service of NSW (State Transit Group)	1	2		4	1		9		2		1					20
Unilever Australia (Holdings) Pty Limited					1		1		2		1					5
University of New South Wales				1												1
University of Wollongong								1	1							2
Veolia Environmental Services (Australia) Pty Ltd		1			1		5				1	1			2	11
Wesfarmers Retail Holdings Pty Ltd	3	11	7		2		11	1	3		5					43
Westpac Banking Corporation Ltd	2	3	6	5	2		13	1	5		1					38
Wollongong City Council				1			1									2
Woolworths Group Ltd	17	47	27	19	6	4	47	15	9		9	5	2		2	209
Specialised insurer	30	117	67	56	32	17	134	21	14	21	30	13	9		7	568
Catholic Church Insurance Limited	13	51	22	21	18	5	62	11	4	2	14	2	1		7	233
Coal Mines Insurance Pty Limited	2	6	2	2			8	1			2					23
Guild Insurance Ltd		9	2	6	3		6	1	1			3	2			33
Hospitality Employers Mutual Limited	8	28	18	12	3	10	24	3	1	13	8	3	3			134
Racing NSW Insurance Fund	3	8	5	2	4	1	12	2	1	2		1				41
StateCover Mutual Ltd	4	15	18	13	4	1	22	3	7	4	6	4	3			104
TMF	146	259	177	171	126	34	339	123	100	40	52	51	22	2	4	1646
Allianz TMF	42	100	65	61	43	12	122	50	37	17	10	21	7		3	590
Employers Mutual NSW Ltd - TMF	43	61	52	38	26	8	85	26	26	5	18	10	6	1	1	406
QBE TMF	61	98	60	72	57	14	132	47	37	18	24	20	9	1		650

Insurers	Rehabilitation	Weekly Benefits	Denial of liability	Communication (secondary issue)	Delay in payment	ILARS Lawyer Complaint	Delay in determining liability	RTW	IME/IMC	Work Capacity Decision	S126	PIAWE	S39	Hearing Loss WPI	Further Inquiry - Secondary Issue	Grand Total
Other Insurer including Not Provided	90	162	90	756	31	38	355	71	23	38	16	24	19	8	3	1724
Grand Total	883	2273	1060	1960	708	264	2616	692	415	240	419	436	194	14	82	12256

Note: A matter may have more than one issue. The results show the top 15 issues.

Insurer names are provided by the injured worker.

An injured worker may have made more than one complaint and/or enquiry.

Complaints: Complaint outcomes

Outcome	Other Insurer including Not Provided	Nominal Insurer	Self- insured	Specialised insurer	TMF	Grand Total
Communication (secondary issue only)	3	6	2		6	17
Complaint Declined - OOJ		2				2
Complaint Declined ? Premature, Refer to Insurer		5	1		1	7
Delay in determining liability	27	888	195	94	234	1438
Medical treatment	6	436	94	48	124	708
Insurer inside timeframes ND	2	80	15	11	13	121
Insurer outside timeframes ND	2	72	8	4	12	98
IW referred to an IME		6	1	2	4	13
Liability determined inside timeframes		101	26	6	34	167
Liability determined outside timeframes	2	177	44	25	61	309
Recurrence / Whole claim	16	285	75	33	79	488
Insurer inside timeframes ND	5	82	22	11	30	150
Insurer outside timeframes ND	3	52	8	3	9	75
Liability determined inside timeframes	4	60	14	11	23	112
Liability determined outside timeframes	4	91	31	8	17	151
Weekly Benefits / Medical Treatment	3	88	21	9	20	141
Insurer inside timeframes ND	3	16	6	2	6	33
Insurer outside timeframes ND		8			1	9
Liability determined inside timeframes		25	7	4	7	43
Liability determined outside timeframes		39	8	3	6	56
Section 66	2	79	5	3	11	100
Counter offer made		5		2	1	8
Insurer inside timeframes ND	2	14		1	2	19
Insurer outside timeframes ND		18	2			20
IW referred to an IME		3				3
Liability determined inside timeframes		4	1			5
Liability determined outside timeframes		35	2		8	45

Outcome	Other Insurer including Not Provided	Nominal Insurer	Self- insured	Specialised insurer	TMF	Grand Total
Initial Notification				1		1
Reasonable excuse applied in time				1		1
Delay in payment	13	281	79	26	101	500
Medical/Travel	6	155	39	13	52	265
Claim disputed		10	4		5	19
Claim not received		24	7	1	6	38
Correct amount paid after PI	6	72	22	10	27	137
Providers invoices not paid		7	2	2	2	13
Claim already paid		42	4		12	58
COD / Settlement	7	126	40	13	49	235
Insurer admin error	6	55	17	5	14	97
Interest Obtained		1	1	1	4	7
Lawyer hasn't provided all documents required	1	7	4	1	7	20
Interpretation of terms dispute		17	5	1	8	31
Centrelink and/or Medicare delay		46	13	5	16	80
Denial of liability	3	181	48	17	56	305
Incorrect notice given	1	13	4	1	6	25
Insurer maintain denial on review	2	124	37	10	40	213
IW required to attend an IME		13	4	3	4	24
Insurer overturns decision after PI		31	3	3	5	42
Defective form changed and reissued					1	1
IME/IMC		75	18	7	41	141
Choice of 3 IMEs not provided		5	1		5	11
Complaint about the IME doctor		11	3	1	10	25
Inconvenient location		26	8	2	8	44
Insufficient notice provided		15	4	4	10	33
No contact made with treating doctors prior to referral		18	2		8	28
Investigation discontinued		5				5
PIAWE	2	173	10	7	29	221
Insurer changes PIAWE		60	3	3	9	75
Insurer maintains decision	1	39	4	3	8	55

Outcome	Other Insurer including Not Provided	Nominal Insurer	Self- insured	Specialised insurer	TMF	Grand Total
Review process explained	1	74	3	1	12	91
Rehabilitation	2	92	9	3	23	129
ADL assessment approved		68	7	1	13	89
ADL not approved	1	11	2	1	3	18
IMP	1	8		1	5	15
Insurer not complied with obligations		3		1		4
IW not complied with obligations		2			1	3
No current IMP	1	3			4	8
Work Trial not suitable		5			2	7
RTW		17	2	2	12	33
Job Seeking Diaries		2		1	2	5
Not provided to insurer		1		1	1	3
Suspension s48A					1	1
Too many jobs required		1				1
Suitable Employment		15	2	1	10	28
S/duties provided		15	2	1	10	28
S126	5	174	41	19	38	277
Documents not provided	1	34	4	3	4	46
Documents provided	4	140	37	16	34	231
S39	1	23	2	2	6	34
IME - Incorrect notice period				1		1
Insurer accepts worker is over 20%		4		1	3	8
Worker referred to an ALSP	1	19	2		3	25
Weekly Benefits	10	913	112	76	148	1259
Correct amount paid after PI	3	441	58	45	86	633
Delayed payment	2	210	21	11	23	267
Overpayment deducted without agreement	1	14	1	2	9	27
Suspension maintained		11	4	2	3	20
Suspension overturned		5		1		6
Weekly payments suspended		13	4		4	21
Payments stopped	4	219	24	15	23	285

Outcome	Other Insurer including Not Provided	Nominal Insurer	Self- insured	Specialised insurer	TMF	Grand Total
Employer not passing on weekly payments	1	145	8	7	13	174
Weekly benefits declined	3	43	15	5	8	74
Employer error where insurer takes over payments		31	1	3	2	37
Work Capacity Decision		17	3	4	13	37
Application not received by insurer/MRS		7		1	4	12
WCD not received/delayed		4	1		4	9
Work Capacity Decisions (non-PIAWE)		6	2	3	5	16
Stay not applied		2	2	1	2	7
Incorrect notice provided		1		1		2
WCD withdrawn		3		1	3	7
Chapter 3	5	137	25	5	47	219
Rehabilitation	1	82	14	2	29	128
Case conference cancelled		10	3		3	16
Rehab provider changed	1	30	7	1	15	54
Rehab not required		30	1	1	7	39
Rehab provided s41A		12	3		4	19
Return to Work	4	55	11	3	18	91
Duties not suitable	1	15	3	1	5	25
Workplace assessment required	1	5	1		5	12
RTW plan amended		18	6	1	2	27
Duties not provided by employer	2	17	1	1	6	27
Non-insurer complaints		9		1		10
ILARS Lawyer Complaint		9		1		10
Refer worker to the OLSC		7				7
Updated the WIRO Principal Lawyer		2		1		3
Grand Total	71	2998	547	263	755	4634

ILARS: Grant Applications Received

2018							2019						Grand Total
Application Status	July	August	September	October	November	December	January	February	March	April	May	June	
Accepted	1085	1015	890	867	904	635	629	872	1139	855	1186	914	10991
Declined	30	33	31	25	15	8	13	11	12	9	5		192
Pending	3			2			3	1	2	2		13	26
Closed admin	32	47	32	29	41	21	33	32	43	20	35	30	395
Grand Total	1150	1095	953	923	960	664	678	916	1196	886	1226	957	11604

Grant Status	%
Accepted	93.0%
Declined	2.0%
Pending	2.0%
Closed admin	3.0%
Grand Total	100.0%

Note:

- The data reflects ILARS applications for funding received up to 31 March 2019 and grants of funding which have an accepted or pending status as at 3:13 pm on 09/08/2019.
- Differences from previous publications reflect grant applications which have been declined by WIRO since the date of the report or pending applications which have been approved.
- 'Closed Admin – Applications' are duplicate applications, incorrectly entered applications or applications closed administratively for any reason as not proceeding.

ILARS - Injury Location for Grants

Injury Location	2018	2019											Total
	July	August	September	October	November	December	January	February	March	April	May	June	
Ear	334	267	221	213	207	132	81	122	241	138	235	178	2369
Back	168	187	150	144	157	119	84	140	181	149	199	133	1811
Psychological system	132	127	130	129	145	90	110	155	180	139	179	163	1679
Multiple -Trunk and limbs	78	62	55	52	48	44	56	90	93	74	62	51	765
Shoulder	67	60	50	48	47	35	24	49	67	38	73	70	628
Knee	53	45	32	51	50	43	34	53	65	57	87	52	622
Multiple -Neck and shoulder	52	31	36	40	41	24	28	58	61	60	53	44	528
Hand, fingers and thumb	16	30	27	19	31	16	23	24	32	29	36	32	315
Other leg	22	22	26	11	17	11	18	21	34	30	33	27	272
Other head	26	28	24	16	18	9	18	23	24	23	32	28	269
Upper limb - multiple locations	19	21	25	30	15	20	25	24	14	23	33	17	266
Other body location	8	13	30	22	45	39	50	21	5	1	9	4	247
Wrist	15	14	11	11	7	7	16	12	21	7	27	17	165
Neck	14	19	11	13	14	7	4	13	12	11	26	18	162
Death	22	24	5	11	15	11	10	14	16	13	8	12	161
Ankle	11	11	15	8	13	8	15	10	20	7	24	16	158
Foot and toes	10	10	7	10	4	4	5	10	18	7	11	11	107
Internal Body System	15	6	11	7	8	2	7	7	8	10	8	6	95
Other arm	5	5	11	6	4	4	8	8	10	7	14	6	88
Hip	6	4	5	8	7	2	1	3	13	12	5	15	81
Trunk - multiple locations	8	9	1	4	2	4	2	7	13	9	9	9	77
Abdomen and pelvic region	2	16	6	5	5	2	6	4	8	9	8	1	72
Elbow	5	4	1	11	3	2	5	5	5	4	10	10	65
Not Recorded	0	0	0	0	1	0	2	0	0	0	5	7	15
Total	1088	1015	890	869	904	635	632	873	1141	857	1186	927	11017

Note: The data reflects applications for funding received up to 30 June 2019 and grants of funding which have an accepted or pending status as at 3:13 pm on 09/08/2019.

Differences from previous publications reflect grant applications which have been declined by WIRO since the date of the report.

ILARS – Nature of Injury

Nature of Injury	2018						2019						Total
	July	August	September	October	November	December	January	February	March	April	May	June	
A. Intracranial injuries	8	6	9	5	4	4	4	6	6	5	7	6	70
B. Fractures	42	49	40	33	29	24	40	33	40	28	47	30	435
C. Wounds, lacerations, amputations and internal organ damage	9	16	23	21	18	8	15	18	23	30	31	27	239
D. Burn	4	4		6	4	1	7	5	5	4	6	1	47
E. Injury to nerves and spinal cord	160	202	173	142	175	145	116	87	118	90	147	107	1662
F1. Trauma to joints and ligaments	145	95	95	131	130	89	97	143	143	104	118	125	1415
F2. Trauma to muscles and tendons	186	164	119	115	110	90	88	182	287	221	337	220	2119
G. Other injuries Poisoning, Electrocution,		1	3	1	4		4	1	3	2	2	1	22
H1. Joint and other cartilage diseases	3		1	2			1	1	2	2	1		13
H2. Spinal disc diseases	14	30	47	44	41	24	41	81	54	56	25	13	470
H4. Diseases of muscle, tendon and tissue		3	2		1	1	1			4	1		13
H5. Other soft tissue diseases	2	9	3	4	3	2	1		7		3	1	35
I. Mental disorders	133	127	127	127	146	89	111	156	181	140	184	178	1699
J. Digestive system diseases	2	1	2	5	2			1	3	5	1	1	23
K. Skin and subcutaneous tissue diseases	3	4	2	2	2	3		3	1	2	4	3	29
L. Nervous syst and sense organ diseases	339	270	229	215	211	137	85	129	245	146	239	176	2421
M. Respiratory system diseases	6	3	3	1	3	2	1	1	2	2	4	2	30
N. Circulatory system diseases	4	2	1	1	2	1	3				1	1	16
O. Infectious and parasitic diseases	1	3	2	1	1		2	3	1	1	2	2	19
P. Neoplasms (cancer)	4		3	2	2	3	1	1	1		2	1	20
Q. Other diseases								1	2			1	4
R. Other claims		2					1				1		4
S. Death	23	24	6	11	15	12	10	14	16	13	9	12	165
Not recorded					1		3	7	1	2	14	19	47
Grand Total	1088	1015	890	869	904	635	632	873	1141	857	1186	927	11017

Note: The data reflects applications for funding received up to 30 June 2019 and grants of funding which have an accepted or pending status as at 3:13 pm on 09/08/2019.

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ILARS – Issues per Insurer

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	2015 Lump Sum Reg	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Death Claim	Section 39	Make Claim	Work Capacity Decision	Grand Total
Nominal Insurer	4484	383	159	266	290	1381	769	1043	143	286	148	50	9402
Employers Mutual NSW Limited	1668	276	104	54	132	641	499	523	77	64	104	19	4161
GIO General Limited	1936	17	12	127	95	459	28	317	35	163	10	25	3224
Allianz Australia Workers Compensation	621	18	9	58	39	166	43	121	12	41	6	1	1135
Insurance and Care NSW (Icare)	17	50	21		11	30	144	25	3	1	17	1	320
QBE Workers Compensation	136	2	8	18	6	45	12	30	4	13	1		275
Icare-Workers Care	38	17	5		6	24	39	18	10		10	2	169
CGU Workers Compensation (NSW) Ltd	68	3		9	1	16	4	9	2	4		2	118
Self-insured	408	55	24	27	86	365	158	297	3	17	14	7	1461
Woolworths Group Ltd	68			5	13	54	2	46		5	2		195
Coles Group Ltd	44	1		2	13	59		42		3		1	165
Transport for NSW Workers Compensation	38	12	2	2	5	38	24	26		1	2		150
Qantas Airways Limited	33	9	4	1	7	16	25	7		2			104
Wesfarmers Retail Holdings Pty Ltd	26			1	5	25	1	22		3	2		85
Toll Holdings Ltd	15	2			5	23	3	20		1	2		71
Bluescope Steel Ltd	6	6	9	2		8	33	3					67
Broadspectrum (Australia) Pty Ltd	12	1		1	3	15	4	12				1	49
Westpac Banking Corporation Ltd	11			1	6	14		12			1		45
Ausgrid Management Pty Ltd	9	2	1	1	1	5	6	4	1				30
Transport Service of NSW (State Transit)	12	1	1	2		4	2	4	1	1	2		30
Boral Limited	5	5			2	6	6	5					29
Blacktown City Council	8	1			1	7	4	5		1			27
Newcastle City Council	11		1	1	2	3	3	5					26
Persol Australia Pty Ltd	11	2				3	5	3					24
ISS Property Services Pty Ltd	3	1			1	6	1	7	1				20
Central Coast Council	4	1		1	2	5	1	4					18

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	2015 Lump Sum Reg	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Death Claim	Section 39	Make Claim	Work Capacity Decision	Grand Total
Inghams Enterprises Pty Ltd	3	1		1	1	3	2	5				1	17
ANZ Banking Group Limited	4				1	5		7					17
Endeavour Energy	5				1	3	5	1					15
McDonald's Australia Holdings Limited	6				2	4		3					15
OneSteel Trading Pty Ltd (Moly-Cop)	3	1	2			1	5	2					14
City of Sydney Council	6					3	3	2					14
Wollongong City Council	5				3	2		3					13
Sydney Trains	5	1			1	1	3	1			1		13
Myer Holdings Ltd	4				1	4		3				1	13
Lake Macquarie City Council	3					5	1	4					13
JELD-WEN Australia Pty Ltd	2				2	4		4					12
CSR Limited	2	1				5	1	3					12
Rail Corporation NSW	5			4		2		1					12
Northern Beaches Council		1	1			3	3	3					11
The Star Entertainment Group Ltd	2				1	3		3			1		10
ISS Facility Services	2	1				3	2	2					10
Northern Co-Operative Meat Company	1			1	1	3		3					9
Liverpool City Council	3	1			1	1	1	2					9
Holcim (Aust) Holdings Pty Limited	2					2	1	3				1	9
Fairfield City Council	2				1	3		3					9
Healius Limited	5					2		1					8
Shoalhaven City Council	3	1				1	1	1					7
Pacific National (NSW) Pty Ltd	1	1	2				3						7
University of New South Wales	1				1	2		3					7
Campbelltown City Council	4			1			1					1	7
Veolia Environmental Services (Australia)	3					2	1	1					7
Unilever Australia (Holdings) Pty Limited	1	1	1				3						6
3M Australia Pty Ltd	1	1				1	1	1					5
Colin Joss & Co Pty Limited	1				1	1		1			1		5

Insurer	Permanent Impairment	Hearing Loss WPI	Hearing Loss TOD	2015 Lump Sum Reg	Denial of Liability	Medical treatment	Hearing Aids	Weekly Payments	Death Claim	Section 39	Make Claim	Work Capacity Decision	Grand Total
Southern Meats Pty Ltd.					1	1		1					3
Fletcher International Exports Pty Ltd.					1	1		1					3
Sutherland Shire Council	2						1						3
Canterbury Bankstown Council	2											1	3
Brickworks Ltd						1		1					2
MARS Australia Pty Ltd						1		1					2
NSW Trains	1					1							2
Hawkesbury City Council	1												1
University of Wollongong	1												1
Specialised insurer	208	22	4	6	49	185	39	163	3	14	5	8	706
StateCover Mutual Ltd	61	17		3	17	68	28	66	3	8	1	1	273
Catholic Church Insurance Limited	56	2	2	3	13	52	4	40		4	1	3	180
Hospitality Employers Mutual Limited	49	1	2		16	48	6	46		1	1	4	174
Racing NSW Insurance Fund	26				2	11		5		1	1		46
Guild Insurance Ltd	16				1	6		6			1		30
Coal Mines Insurance Pty Limited		1					1						2
TMF	608	34	31	35	68	276	89	221	7	37	7	6	1419
QBE TMF	259	15	25	14	27	116	49	87	3	14	1	5	615
Allianz TMF	192	16	6	10	20	74	37	65	2	18	4	1	445
Employers Mutual NSW Ltd - TMF	157	3		11	21	86	3	69	2	5	2		359
Other Insurer including Not Provided	147	435	242	13	10	181	767	90	8	1	70	1	1965
Grand Total	5855	929	460	347	503	2388	1822	1814	164	355	244	72	14953

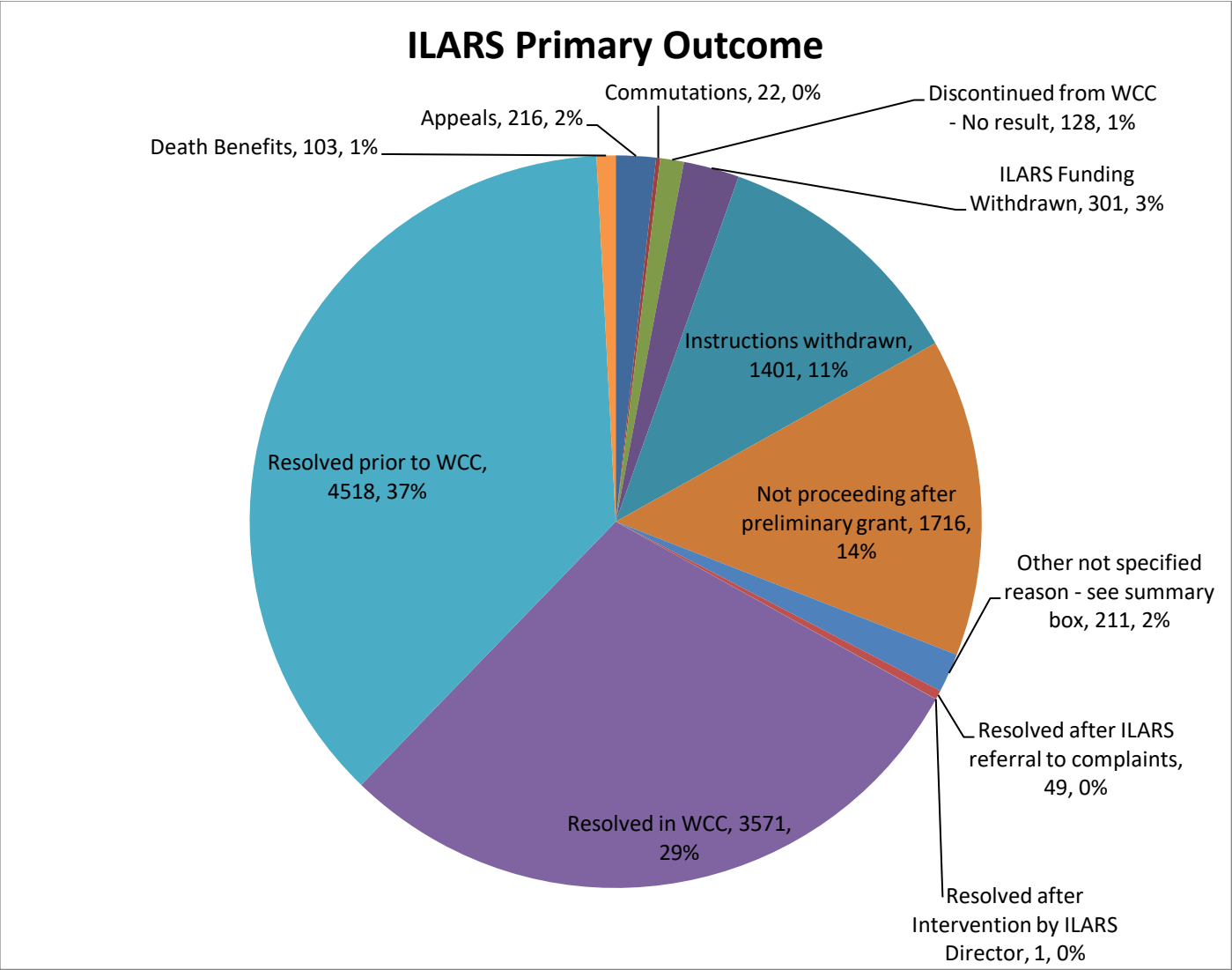
Note: A grant matter may have more than one issue.

The name of the insurer is provided by the injured worker's lawyer and may change as the claim progresses.

Where the insurer is not recorded, no insurer could be identified for the employer at the time of reporting

The top 12 issues are shown.

ILARS – Primary Outcomes



Note: Outcome data is for grant matters closed from 1 July 2018 to 30 June 2019.

ILARS – Outcomes

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
ILARS Funding Withdrawn	302	\$87,487	\$1,535			
Cram Fluid Applies	1	\$5,531	\$5,531			
Not Recorded	4					
Not eligible for funding - (e.g worker determined to be exempt worker)	38	\$8,071	\$1,009			
No Response to ILARS Follow Up	258	\$73,885	\$1,539			
Old Costs provisions apply	1					
Instructions withdrawn	1401	\$3,141,968	\$2,663			
Instructions withdrawn	5	\$5,958	\$1,489			
Instructions withdrawn	1023	\$2,045,724	\$2,447			
File transferred to new ALSP	373	\$1,090,286	\$3,207			
Not proceeding after preliminary grant	1707	\$4,843,154	\$2,873	8	\$10,550	\$1,319
Medical evidence not supportive	345	\$1,015,387	\$2,960			
Worker does not reach WPI threshold	835	\$2,801,702	\$3,363			
S39 - Below Threshold	255	\$397,285	\$1,577			
S39 - Not MMI				8	\$10,550	\$1,319
Worker instructions	112	\$277,161	\$2,497			
Lawyer Advice	100	\$224,162	\$2,437			
Below Threshold (Threshold issue)	3	\$3,500	\$1,167			
s66 Below WPI threshold	6	\$20,885	\$3,481			
Not viable	51	\$103,072	\$2,241			
Other not specified reason - see summary box	177	\$92,050	\$2,360	34	\$178,293	\$5,244
Resolved after ILARS referral to complaints				49	\$97,561	\$2,217
Commutations				22	\$63,240	\$2,875
Resolved prior to WCC				4519	\$16,279,802	\$3,611
Resolved - Insurer Accepts Claim				1665	\$3,275,768	\$1,972

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Resolved after application for review/insurer accepts Claim				338	\$1,333,240	\$3,968
Resolved by complying agreement after claim made				2398	\$11,450,958	\$4,783
S39 - Advice given				37	\$40,098	\$1,084
S39 - Over threshold by agreement				73	\$155,226	\$2,156
Insurer Accepts Claim				5	\$5,686	\$1,137
Resolved after WIRO enquiry or Internal Review.				3	\$18,827	\$6,276
Discontinued from WCC - No result	128	\$918,563	\$7,349			
Resolved in WCC	486	\$3,023,341	\$6,221	3084	\$26,988,366	\$8,762
Resolved at Arbitration by Arbitrator - Employer	52	\$513,419	\$9,873			
Resolved at Arbitration by Arbitrator - Worker				305	\$3,691,567	\$12,103
Medicals				84	\$955,746	\$11,378
Not Recorded				1	\$9,148	\$9,148
Weeklies				13	\$148,722	\$11,440
Weeklies & Medicals				100	\$1,211,051	\$12,111
WPI				75	\$965,121	\$12,868
WPI & Medicals				15	\$180,915	\$12,061
WPI & Weeklies				2	\$22,284	\$11,142
WPI, Weeklies & Medicals				15	\$198,580	\$13,239
Resolved at Conciliation - settled by consent				776	\$8,447,653	\$10,928
Closed Period				67	\$743,103	\$11,091
Medicals				93	\$982,945	\$10,569
Not Recorded				3	\$29,303	\$9,768
Weeklies				45	\$489,935	\$10,887
Weeklies & Medicals				304	\$3,279,330	\$10,895
WPI				96	\$1,029,028	\$10,719
WPI & Medicals				37	\$415,689	\$11,235
WPI & Weeklies				6	\$77,870	\$12,978

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
WPI, Weeklies & Medicals				74	\$839,303	\$11,342
Wrap Up				51	\$561,149	\$11,003
Resolved at settlement during Arbitration	1	\$8,481	\$8,481	101	\$1,170,782	\$11,592
Medicals				23	\$247,134	\$10,745
Not Recorded	1	\$8,481	\$8,481	1	\$10,738	\$10,738
Weeklies				10	\$118,275	\$11,828
Weeklies & Medicals				37	\$462,998	\$12,513
WPI				19	\$180,643	\$9,508
WPI & Medicals				4	\$66,081	\$16,520
WPI & Weeklies				1	\$12,516	\$12,516
WPI, Weeklies & Medicals				6	\$72,397	\$12,066
Resolved following MAC	428	\$2,483,518	\$5,803	1180	\$7,923,711	\$6,721
COD for WPI				1028	\$7,276,283	\$7,078
Not reached threshold	329	\$2,072,407	\$6,299			
Not Recorded				5	\$31,715	\$6,343
Surgery reasonably necessary				3	\$22,422	\$7,474
S39 - Above threshold				69	\$270,555	\$3,979
S39 - Not MMI				56	\$191,772	\$3,424
Discontinued post MAC no COD	17	\$114,798	\$6,753			
S39 - Not reached threshold	63	\$219,898	\$3,490			
S39 - Not MMI MAC refused	16	\$54,796	\$3,425			
Treatment reasonably necessary				19	\$130,964	\$6,893
Discontinued pre MAC no COD	1	\$6,424	\$6,424			
Treatment not reasonably necessary	2	\$15,194	\$7,597			
Resolved following PD on question of Law	1	\$9,645	\$9,645			
Resolved TC - settled by consent				699	\$5,665,578	\$8,105
Closed Period				42	\$352,170	\$8,385
Medicals				154	\$1,174,350	\$7,626
Not Recorded				1	\$6,609	\$6,609

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
Weeklies				35	\$256,145	\$7,318
Weeklies & Medicals				206	\$1,746,734	\$8,479
WPI				157	\$1,224,996	\$7,803
WPI & Medicals				35	\$285,052	\$8,144
WPI & Weeklies				9	\$77,638	\$8,626
WPI, Weeklies & Medicals				37	\$349,790	\$9,454
Wrap Up				23	\$192,094	\$8,352
Resolved WIM Dispute	3	\$6,958	\$2,319	19	\$60,956	\$3,208
In favour of worker				19	\$60,956	\$3,208
In favour of employer	3	\$6,958	\$2,319			
Expedited Assessment	1	\$1,320	\$1,320			
Consent Direction	1	\$1,320	\$1,320			
Medical Assessment				4	\$28,119	\$7,030
COD s66 WPI				3	\$22,257	\$7,419
Not MMI MAC (threshold issue)				1	\$5,862	\$5,862
Appeals	98	\$889,841	\$9,269	118	\$1,341,664	\$11,370
Resolved after appeal from decision of Arbitrator to President	15	\$214,977	\$14,332	8	\$122,063	\$15,258
By the employer in favour of Employer	2	\$50,382	\$25,191			
By the employer in favour of Worker				7	\$105,201	\$15,029
By the worker in favour of Employer	13	\$164,594	\$12,661			
By the worker in favour of Worker				1	\$16,862	\$16,862
Resolved after appeal to Supreme Court				5	\$121,356	\$24,271
By the employer in favour of Worker				3	\$107,047	\$35,682
By the worker in favour of Worker				2	\$14,309	\$7,154
Resolved after Medical Appeal Panel	81	\$658,648	\$8,233	104	\$963,903	\$9,268
By the employer in favour of Employer	18	\$195,426	\$10,857			
By the employer in favour of Worker				47	\$420,306	\$8,943
By the worker in favour of Employer	63	\$463,222	\$7,471			

Outcomes	No Outcome Achieved			Outcome Achieved		
	Number of Cases	Total Amount Paid	Average Costs	Number of Cases	Total Amount Paid	Average Costs
By the worker in favour of Worker				57	\$543,597	\$9,537
Resolved after appeal to Court of Appeal	2	\$16,217	\$16,217	1	\$134,342	\$134,342
By the employer in favour of Worker				1	\$134,342	\$134,342
By the worker in favour of Employer	2	\$16,217	\$16,217			
Resolved after Intervention by ILARS Director				1	\$825	\$825
Death Benefits				103	\$884,378	\$8,756
Resolved in common law claim				36	\$117,474	\$4,051
Grand Total	4299	\$12,996,403	\$3,542	7974	\$45,962,154	\$5,785

Note: Outcome data is for cases closed from 1 July 2018 to 30 June 2019.

The amounts paid include Professional Fees (incl GST) and Disbursements

ILARS: No Response to claim by Insurer – directed by ILARS

Outcome	Nominal Insurer	Self-insured	Specialised insurer	TMF	Grand Total
S287A	39	18	9	12	78
Claim accepted after enquiry	2	3			5
Claim denied after enquiry	16	6	5	6	33
Claim denied before enquiry	14	3	4	2	23
Insurer outside timeframes	4	4		4	12
Request not received	3	1			4
Insurer inside timeframes		1			1
S66	642	60	25	86	813
Claim accepted after enquiry	106	4	1	12	123
Claim accepted before enquiry	15	2			17
Claim denied after enquiry	103	9	8	13	133
Claim denied before enquiry	30	2	1	4	37
Counter offer issued after enquiry	32	7		8	47
Counter offer issued before enquiry	7	1	1		9
Insurer not on risk	22			4	26
Insurer outside timeframes	193	22	6	26	247
Request not received	15	8	2	6	31
Insurer inside timeframes	119	5	6	13	143
S60/ Weekly Benefits	249	40	14	17	320
Claim accepted after enquiry	80	17	3	5	105
Claim accepted before enquiry	19	3		1	23
Claim denied after enquiry	24	4	4	3	35
Claim denied before enquiry	16	2	1		19
Insurer not on risk	12	2		1	15
Insurer outside timeframes	70	6	3	5	84
Request not received	3	2	1		6
Insurer inside timeframes	25	4	2	2	33
Grand Total	930	118	48	115	1211

NB: No Response to Claim (NRTC) matters are claims where the insurer has not responded within the required time frame.

ILARS Payments

Payment Type	Total amount	Number of payments	% of disbursements	Average amount
Professional fees	\$38,509,853	12,218		\$3,152
Medico-legal	\$16,472,247	13,868	71%	\$1,188
Barrister Fees	\$2,717,430	1,844	12%	\$1,474
Clinical Notes	\$1,720,221	15,270	7%	\$113
Treating Specialist Report	\$572,361	1,244	2%	\$460
NTD Report	\$302,240	885	1%	\$342
UHG Service Fee	\$615,610	8,215	3%	\$75
Travel	\$392,805	2,046	2%	\$192
Barrister Country Loading	\$221,737	346	1%	\$641
Interpreter	\$128,689	752	1%	\$171
Non-attendance fee	\$83,428	313	0%	\$267
Solicitor Country Loading	\$55,930	84	0%	\$666
Other	\$65,882	345	0%	\$191
Meal Allowance	\$7,484	114	0%	\$66
Grand Total	\$61,865,918	57,568	0%	\$1,075
Total Disbursements	\$23,356,064		38%	
Total Professional Fees	\$38,509,853		62%	

Note: Professional fees include GST

Work Capacity Procedural Reviews: Matters Completed

Outcome	Aug-18	Sep-18	Oct-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	Jun-19	Grand Total
Could not proceed		1								1
Dismissed	3		4	2	1			1	1	12
Referred to insurer			1			1				2
Upheld				1		2	1			4
Grand Total	3	1	5	3	1	3	1	1	1	19

Note:

- Case Withdrawn relates to matters received then withdrawn by the Injured Workers or the insurer has withdrawn the WCD.
- Upheld refers to matters where the application for review was in favour of the injured worker.
- This table shows the number of matters with a case type of 'Work Capacity' which are Procedural Reviews of a Work Capacity Decision and will differ from the tables on previous pages which show 'Work Capacity' as an issue in a matter.